

Amendments to the Claims:

This listing of claims replaces all prior versions and listings of claims in the application:

Listing of Claims:

1. (Currently Amended) A computer program product comprising executable program instructions that when executed by a processor provide an interaction center manager's graphical user interface on an interconnected display device, the manager's graphical user interface comprising:

an overview area displaying group statistics that relate to a responsiveness of a selected group of interaction center agents being monitored, and that indicate a number of customers present in each of multiple customer queues, wherein the multiple customer queues are organized to accommodate different customer priority levels among the multiple customer queues and are being serviced by the selected group of interaction center agents; and

a detailed area displaying a list of each agent of the selected group of interaction center agents being monitored and further displaying for each listed agent an indication of a language skill associated with the listed agent and information ~~relating to~~ specifying the availability of the listed agent during a future period of time.

2. (Previously Presented) The computer program product of claim 1, wherein the statistics are associated with user-created profiles that represent different sets of statistics displayed on the graphical user interface.

3. (Original) The computer program product of claim 1, wherein the display in the detailed area comprises one or more of the interaction center agent's name, queues, key figures for each queue, statistical measurements and alerts.

4. (Previously Presented) The computer program product of claim 1, wherein the at least one group statistic is selected from a group consisting of an average handling time, an average speed of answer, an abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state.

5. (Previously Presented) The computer program product of claim 1, wherein the at least one individual statistic includes a current availability state or a communication state for each of the listed agents.

6. (Previously Presented) The computer program product of claim 5, wherein the communication state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state.

7. (Canceled)

8. (Currently Amended) A method of customizing an interaction center manager's graphical user interface, the method comprising:

receiving a selection of interaction center agents to be monitored using the manager's graphical user interface;

receiving a selection of overview statistics that characterize a responsiveness of the selected interaction center agents and that indicates a number of customers present in each of multiple customer queues, wherein the multiple customer queues are organized to accommodate different customer priority levels among the multiple customer queues and are being serviced by the selected group of interaction center agents so that the overview statistics as applied to the selected agents to be monitored are displayed in an overview area of the graphical user interface; and

receiving a selection of detailed information that ~~includes~~ specifies the future availability of each of the selected interaction center agents and relates to at least one language skill

associated with each of the selected interaction center agents, so that the selected information associated with each of the selected agents is displayed in a detailed area of the graphical user interface.

9. (Original) The method of claim 8, wherein the display in the detailed area comprises one or more of the interaction center agent's name, queues, key figures for each queue, statistical measurements and alerts.

10. (Original) The method of claim 9, further comprising receiving a selection of threshold values associated with each key figure.

11. (Original) The method of claim 10, further comprising providing an alert when a key figure exceeds the selected threshold value associated with the key figure.

12. (Original) The method of claim 11, wherein the alert comprises a visual indication on the display.

13. (Previously Presented) The method of claim 8, wherein the selected overview statistics are selected from a group consisting of an average handling time, an average speed of answer, an abandonment rate, an average talk time, an average response time, calls per hour, calls per day, total calls by channel and total calls by state.

14. (Previously Presented) The method of claim 8, wherein the selected detailed information associated with each of the selected agents includes a current availability state or a communication state.

15. (Previously Presented) The method of claim 14, wherein the communication state is selected from a group consisting of an active chat state, an active phone state, an active email state, and an active paging state.

16. (Canceled)

17. (Currently Amended) A system for providing an interaction center manager's graphical user interface on an interconnected display device, the system comprising one or more computers configured to provide on the graphical user interface:

an overview area displaying group statistics that relate to a responsiveness of a selected group of interaction center agents being monitored, and that indicate a number of customers present in each of multiple customer queues, wherein the multiple customer queues are organized to accommodate different customer priority levels among the multiple customer queues and are being serviced by the selected group of interaction center agents; and

a detailed area displaying a list of each of the selected group of interaction center agents being monitored and further displaying for each of the listed agents an indication of a language skill associated with the listed agents, and information ~~relating to~~ specifying the availability of the listed agents during a future period of time.

18. (Currently Amended) A system for customizing an interaction center manager's graphical user interface, the system comprising one or more computers configured to:

receiving a selection of interaction center agents to be monitored using the manager's graphical user interface;

receiving a selection of overview statistics that characterize a responsiveness of the selected interaction center agents and that indicates a number of customers present in each of multiple customer queues, wherein the multiple customer queues are organized to accommodate different customer priority levels among the multiple customer queues and are being serviced by the selected group of interaction center agents so that the overview statistics as applied to the

selected agents to be monitored are displayed in an overview area of the graphical user interface;
and

receiving a selection of a detailed information that ~~includes~~ specifies the future availability of each of the selected interaction center agents and relates to at least one language skill associated with each of the selected interaction center agents, so that the selected information associated with each of the selected agents is displayed in a detailed area of the graphical user interface.